

SECTION IV. Services

A. Services by Setting

Choices for Care (CFC) services include, by setting:

1. **Home-Based Setting:**

- a. Case Management
- b. Personal Care
- c. Adult Day
- d. Respite Care
- e. Companion
- f. Personal Emergency Response System
- g. Assistive Devices and Home Modifications
- h. Cash and Counseling (*under development*)

2. **Enhanced Residential Care (ERC) Setting:**

ERC services are bundled into a daily rate to include:

- a. 24-Hour Supervision
- b. Nursing Overview
- c. Personal Care
- d. Medication Management
- e. Recreational Activities
- f. Laundry Services
- g. Housekeeping Services
- h. In Home Case Management

3. **Nursing Facility (NF) Setting:**

Nursing facility services are bundled into a daily rate to include:

- a. Room and Board
- b. Skilled Nursing
- c. Personal Care
- d. Medication Management and pharmacy services
- e. Social Worker Services
- f. Recreation Activities
- g. 24-Hour On-Site Nursing Supervision
- h. Laundry Services
- i. Housekeeping Services
- j. Transportation
- k. Physical Therapy, Occupational Therapy and Speech Therapy
- l. Nutritional and Dietary Services
- m. Maintenance of Resident Clinical Records

4. **Program for all Inclusive Care for the Elderly: *Under development***

NOTE: Refer to specific manual section for detailed service definitions and limitations.

B. Principles

1. CFC services foster respect, dignity, and a sense of well being for the individual being served.
2. CFC services respect individual rights, strengths, values, privacy, and preferences, encouraging individuals to direct and participate in their own plan of care and services to the fullest extent possible.
3. CFC services respect individual self-determination, including the opportunity for individuals to decide whether to participate in a program or activity.
4. CFC services are provided as part of a comprehensive and individualized plan of care, which is developed through collaboration to meet the needs of the individual. All CFC services are coordinated with other services.
5. CFC services are provided in an efficient manner, preventing duplication of services, unnecessary costs, and unnecessary administrative tasks. CFC services attempt to use resources efficiently to maximize the benefits and services available to all individuals.
6. CFC services will not be used to secure improper or inappropriate gain for the provider, provider staff, family members or any other person involved in the individual's care.

C. Desired Outcomes

1. The individual continues to reside in his/her setting of choice.
2. The individual's needs are met, and he or she is as healthy as possible.
3. The individual's optimal level of functioning and independence is achieved or maintained.
4. The individual is satisfied with services.
5. If applicable, primary caregivers receive relief from care giving responsibilities, as well as education and support, and continue to provide care.
6. If applicable, the individual's primary caregiver or family is satisfied with services.
7. Services are provided in an efficient manner, and duplication of effort and services is minimized.